



THE SCIOTO VALLEY VOICE

AMERICAN SOCIETY FOR QUALITY SCIOTO VALLEY SECTION 0815

"ASQ's First Section of the New Millennium"



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Editor – Rus Barnes (rbarnes@lata.com)



IN THIS ISSUE:

Great job
SVS!

- MESSAGE FROM THE CHAIR
- SCIOTO VALLEY SECTION RECEIVES HIGHEST LEVEL QUALITY MANAGEMENT AWARDS
- JUNE PROGRAM MEETING
- ASQ ANNUAL AWARDS
- 800lb GORILLA
- EMPLOYMENT OPPORTUNITIES & TOOLS
- 2011-2012 PROGRAM YEAR SCHEDULE
- APRIL PROGRAM SUMMARY
- LEADERSHIP COMMITTEE MEETINGS
- CERTIFICATION PREPARATION
- CONFERENCES/SEMINARS/WORKSHOPS/AWARENESS TRAINING
- SVS SECTION 815 LEADERSHIP COMMITTEE ROSTER FOR 2011-2012
- ASQ CERTIFICATION EXAMS
- SURVEY INVITATION

MESSAGE FROM THE CHAIR

Greetings ASQ Members and Friends,

With the dog days of summer seemingly on us a couple weeks ago, I turned my yard warrior attention from flower seeds to the old family above ground pool. It looked like a scene from The Creature From the Black Lagoon with something lurking under those cold, debris filled, black waters. I was not afraid, though, it was seldom used and I did all the work to keep it clean (at least in the summer) – I was looking forward to crushing the wall and seeing the torrent cascade down my backyard to the neighbors below. That's when the daughter home from college and the granddaughters cried out "save the pool", we want to swim every day and we promise we will keep it clean. Being the patsy I am, I fell for it and started a controlled drainage. No creature emerged (at least not man-sized), but with the water gone it was soon baked on debris and even a worse sight. Not to be dismayed because I am like the Tool Guy, I pulled out the old trusty 3,000 psi power washer and tackled it head on. About 5 hours later and 10:00 at night I sponged out the last of the debris, patted myself on the back, and turned the hose on. The next morning there was sparkling water in the pool, but not quite as much as I had hoped for after 8 hours of the hose running. The cause was soon apparent when I discovered the 7 holes in the side of the pool. I had to be strong, though, with all those sad girl faces fresh in my mind, so I bought an arm load of vinyl patching kits, a diver's mask, and jumped with all abandon into 30 inches of cold, did I say colddddd, water. I am happy to say, though, with just a temporary (I hope) case of hyperthermia, the pool was saved! You've got to admire the quality of those vinyl pools – even frozen, caustic waters, unrecognizable debris, baked on finish, and a high pressure water cannon won't get them down, at least not too much. Ha!

If you want *really great quality*, though, please attend our **6/28/12 dinner program meeting on Social Responsibility and Lean Sustainability at Moyer Vineyard Winery and Restaurant on the Ohio River** near Manchester (see notice further in Newsletter). Our speaker is our very own **ASQ Region 8 Director, Marc Kelemen**, who is traveling from Cleveland to talk to us. Marc has been involved in the nanotechnology body of knowledge, The Learning Institute, and Corporate Social Responsibility (ISO 26000). As President of NanoSynopsis, LLC, Marc conducts strategy development and deployment, problem solving, decision making, auditing and lean process development in nanoscale, MEMS, medical, and traditional businesses. This is a great opportunity to listen to a very informative talk and re-cap a great section year, while enjoying a delicious and relaxing dinner along the peaceful banks of the Ohio River. Let's show our appreciation to Marc, and have a great turnout for this meeting.

This meeting will conclude our dinner meetings for the next two months, and we will start up again in September. In the interim, the Leadership Committee will continue to meet, and work on the program schedule for next year. One opportunity that is already firming up is on Forensic Science at Marshall University. We need your help, though, in brainstorming ideas, making contacts, and locking in the program schedule early on. Start thinking about what you would like to see, and send me your thoughts at (longpred@wems-llc.com) or to any LC member. I will also roll out a survey before the meeting to get your feedback on what we did and didn't do right this year, and how we can improve next year. As I have said before, we are in this together, and working together we will continue to make the section a great group to be a part of.

Thanks for all your support.

Dan Longpre, Scioto Valley Section Chair, 2011-2012

SCIOTO VALLEY SECTION RECEIVES HIGHEST LEVEL QUALITY MANAGEMENT AWARDS THREE YEARS RUNNING, JUNE 2, 2011

The SVS of ASQ—the world's largest network of quality resources and experts—has earned the 2010-11 Quality Management Process Gold Excellence Award and the Total Quality Award, two of the highest honors a Section can earn in the Society. Only 40 of 251 ASQ Sections and 8 of 22 ASQ Divisions earned the Gold Excellence Award for the 2010-11 year; only 87 of 251 ASQ Sections and 10 of 22 ASQ Divisions earned the Total Quality Award for the 2010-11 year.

The SVS was honored at ASQ's 66th World Conference on Quality and Improvement May 19, 2012 in Anaheim, Ca. Members of the ASQ Board of Directors presented the award to the Section.

The Quality Management Process (QMP) Gold Excellence Award and Total Quality Award are awarded to Sections that have proven their commitment and ability to serving local ASQ members and the community. QMP is a management model and planning tool that assists Sections in their planning and implementation of programs and services that will meet the needs of current and future ASQ members. The model is based on the Plan-Do-Check-Act cycle of continuous improvement and is proven to aid the Sections in delivering superior value to their members.

In order to earn the Gold Excellence Award, Sections must meet certain criteria which include creating a business plan and budget. The Section must then achieve ASQ's objectives in member retention, loyalty and satisfaction. In order to earn the Total Quality Award, Sections must meet 75% of the goals set forth in their business plan and meet other criteria also.

About ASQ -- ASQ is a global community of people dedicated to quality who share the ideas and tools that make our world work better. With millions of individual and organizational members of the community in 150 countries, ASQ has the reputation and reach to bring together the diverse quality champions who are transforming the world's corporations, organizations and communities to meet tomorrow's critical challenges. ASQ is headquartered in Milwaukee, Wis., with national service centers in China, India and Mexico. Learn more about ASQ's members, mission, technologies and training at www.asq.org.

JUNE PROGRAM MEETING

DATE: Thursday, June 28, 2012

TOPIC: Social Responsibility and Lean Sustainability

SPEAKER: Marc Kelemen currently is a Director for the American Society for Quality (ASQ) 2006-2012 and has been particularly involved in the nanotechnology body of knowledge (BoK), The Learning Institute and Corporate Social Responsibility (ISO 26000). He also serves on the Board of Directors of several Non-Profit organizations and is a voting member of ASTM-International Technical Committee E-56 Nanotechnology and Technical Committee E-60 Sustainability.

As President of NanoSynopsis, LLC, Marc orchestrates strategy development and deployment, problem solving, decision making, auditing and lean process development in nanoscale, MEMS, medical and traditional businesses. Marc's most recent adventures included NIST-ANSI standards workshops in Washington DC, lean sustainability in Brazil and autonomous care / lean deployment in the People's Republic of China.

Marc Kelemen is a visionary engineer, manager and leader who combines corporate experience with entrepreneurial spirit. He is passionate about continuous improvement, nanotechnology, lean sustainability and workforce development and has profitably delivered transformations from ideation to global commercialization on four continents. Marc combines his unique skills in nanotechnology, failure analyses, work force development, surface science, quality management and quality auditing to improve the profitability and productivity of international operations. His diverse expertise includes corrosion, global phase-gate protocol, sustainability, LEAN, Six Sigma, FMEA, QFD, Shainin Glass Wall, "A3's", ISO assessments, strategic problem solving and investigative forensics.

Marc graduated from Case Western Reserve University with BS in Chemical Engineering and earned an MBA from Baldwin-Wallace University. He completed graduate work at Purdue University, North Carolina State University and Case Western Reserve University.

Marc is a Kepner-Tregoe Facilitator and holds ASQ Certifications as a Manager of Quality and Organizational Excellence as well as a Quality Auditor and Six Sigma. He is a named inventor on seven international patents and has developed and delivered training for quality professionals, attorneys and the skilled trades.

LOCATION: Moyer Vineyard Winery and Restaurant, 3859 US Highway 52, Manchester, OH 45144 (937) 549-2957

AGENDA: 5:30 p.m.	Registration and Networking
6:00 p.m.	Dinner
6:30 p.m.	Presentation
7:15 pm.	Winery Tour
7:45 p.m.	Depart

MENU: Individual orders off the menu. The menu can be accessed from the following website: <http://www.moyerwinery.com>. You may attend the meeting without participating in the meal, but registration is still required.

RE-CERTIFICATION UNITS: Those holding certifications will receive 0.3 recertification units for attending this presentation and an additional 0.3 recertification units for participating in the facility tour.

RESERVATIONS: Please contact Tom Houk (tom.houk@lex.doe.gov) by **COB June 25, 2012**, for reservations. **Please indicate at time of reservation if you will be participating in the meal.**

ASQ ANNUAL AWARDS

Milwaukee, Wis., May 23, 2012 — Argentina's Tgestiona was awarded gold-level status on Wednesday as part of ASQ's International Team Excellence Award Process for implementing quality tools to improve the company's image and the service it provides to customers.

ASQ announced the winners — which included six companies that reached bronze-level status — at its World Conference on Quality and Improvement at the Anaheim Convention Center in Anaheim, Calif. In its 27th year, 32 teams from nine countries competed for gold, silver and bronze status.

Tgestiona's Delivering Quality team, based in Buenos Aires, used Six Sigma to increase efficiencies and save the company more than \$600,000 annually.

"To be recognized for the third time is an incredible accomplishment," said Luciana Barrera, project team lead with Tgestiona. "This has been a great experience for all of us, and for all of the Argentinean teams."

Tgestiona is part of the Telefonica Group, which won the gold award in 2010 and 2011. Teams that reached bronze-level status included:

- **Alcoa Inc., of Morristown, Tenn., USA** — Alcoa's Transformation to the Core team drove significant culture change, improving delivery time by 63 percent, and reducing costs by 26 percent annually.
- **Anheuser-Busch InBev, of Oklahoma City, Okla., USA** — Anheuser-Busch InBev's Liner Continuous Improvement Team reduced potential quality issues by optimizing the placement of a liner compound used to create an airtight seal on cans.
- **CSX Transportation/General Electric, of Jacksonville, Fla., USA** — CSX and GE partnered to create the Fuel Conservation Team, which documented a 6.9 percent fuel savings for its pilot trains — a reduction of approximately 390,000 tons in harmful greenhouse gases every year.
- **National Reconnaissance Office, of Chantilly, Va., USA** — The company's Media Services Center used Six Sigma to reduce production defects, increasing accuracy and generating significant cost savings.
- **Reliance Industries Ltd. Hazira, of Surat, Gujarat, India** — Reliance Industries' Mission Excellence Six Sigma team increased productivity and achieved annual savings of \$3.1 million.
- **The Ritz-Carlton New Orleans, of New Orleans, La., USA** — The location's Housekeeping Defect Reduction Project diagnosed the cause of defects, specifically missing room supplies, which reduced the cost of guest supplies by 25 percent.

No companies were awarded silver-level status.

Since 1985, more than 1,000 teams from Argentina, Brazil, Canada, China, Costa Rica, Colombia, Germany, India, Japan, Mexico, Philippines, South Korea, Singapore, Thailand, United Arab Emirates and the United States have participated in this team recognition process — the only one of its kind in the United States. Organizations such as 3M; Alcoa; Bayer; Boeing; Humana; Reliance Industries Ltd., the largest business enterprise in India; and Telefonica, a major cell phone operator in Argentina, have all showcased proven results with long-term implications, resulting in cost savings of millions of dollars.

Next year's International Team Excellence Award Process Final Round will be held at ASQ's 2013 World Conference on Quality and Improvement May 6–8, 2013, in Indianapolis, Ind. Intent to Submit forms for the 2012-13 award cycle are due July 2 and entry material are due September 12. For information on how to participate in the 2012–2013 International Team Excellence Award Process, visit wcqi.asq.org or email gbalagopal@asq.org.

THE 800LB GORILLA – GOVERNMENT ACCOUNTABILITY

The latest View from the Q post brings up the 800lb gorilla in the room. Paul Borawski wants to know why citizens expect and demand so little accountability for the poor use of resources in government? I do too.

Let's face it, everyone has an opinion regarding government these days. But, the difference is that we go to sleep at night with a sense of complacency. Whether it's a mass case of learned helplessness or that we're just too lazy to really do anything about it, overall accountability and general quality is

indeed a laughing (crying) matter. If public were private, we would be asking for a bailout about right now, which is optimistic in the face of insolvency.

The issue itself is overwhelming, but I have to believe there are small things each of us can do to affect the future of policy. Little things...

1) Learn – As citizens, we need to spend time knowing and understanding what’s going on around us. The government needs someone to be accountable to and “we” are it.

2) Vote – Many of us drag ourselves to the polls every four years, but we fail to get involved in the more local and smaller elections. We should consider it our civic responsibility to make sure the right people land in public positions. We’re counting on these people to be the champions of quality and the leaders of our nation, even on the smallest scale.

3) Talk – We shouldn’t shy away from talking about relevant issues. The more we talk, the more awareness there is. The more awareness there is, the more action. The more action, the more results. Results = Quality =

It’s because of the reasons Paul points out about government’s influence on our lives, economic security and our children’s future that we should demand government set an example. It’s not too late for us... Imagine this news headline:

“Government agency conducts root cause analysis and discovers inefficiencies. Corrective action efforts have proven successful, with key indicators now meeting expectations.”

In his post, Paul reaches out for stories of success in the public sector. Unfortunately, I’m at a loss trying to come up with one. I’m sure there are isolated examples throughout the system, but it’s sad they are the exception and not the rule. Who can I call in the government to talk about benchmarking and best practices?

“Where does an 800-pound gorilla sleep? Anywhere it wants to.”

Reprinted from a web blog by Jennifer Stepniowski. You can comment at <http://ijenn.me/2012/05/17/the-800lb-gorilla-government-accountability/>.

EMPLOYMENT OPPORTUNITIES & TOOLS

Check out the [ASQ web page \(http://careers.asq.org/search.cfm\)](http://careers.asq.org/search.cfm) for information on finding other available job opportunities, job seeker support, posting a resume, and many other helpful items. Many new items are added daily to assist in your career searches.

2011-2012 PROGRAM YEAR SCHEDULE

The Program Schedule is developed by the Leadership Committee at the beginning of the program year. Some of the meeting dates and times have not been confirmed due to the speaker’s availability. Please note that some scheduled meeting dates, locations and topics may change. Every effort will be taken to provide advance notification of any changes to the scheduled program using e-mail or updates in the newsletter.

Meeting Date	Location	Theme	Topic/Speaker
September 22	Piketon Endeavor Center	Quality in Providing Community Services	Program and Mission of Endeavor Center – Jerry Driggs
October 20	Jackson – Fairgreens Country Club	Quality in Manufacturing	Quality in Golf Club Manufacturing and Policing of Counterfeit Clubs – Jim McCleery
November 17	Huntington	Quality in Engineering	Becker/SMC Electrical
December 8	Chillicothe	Quality in Inspection	Bridge Inspection by Ohio Department of Transportation – Greg Baird

January 26	Piketon – Pike Community Hospital	Quality Matters in Healthcare	Pike Community Hospital – Connie Lang
February 23	Piketon Endeavor Center	Process Video Monitoring	InSolves – Sam Yerardi and Jim Simmons
March 22	Portsmouth, OH – Portsmouth Brewing Co.	Nuclear Construction	Quality Control in Nuclear Power Plant Construction
April 19	Chillicothe, Glatfelter Paper	Quality in Paper Production	Quality Management System, Microencapsulation and tour
May	No program scheduled.		
June	Manchester, OH – Moyers Winery	Lean Sustainability	Social Responsibility and Lean Sustainability – Mark Keleman

APRIL PROGRAM SUMMARY

The ASQ SVS April dinner program featured a presentation covering the Glatfelter Quality Management System and Tour of the Microencapsulation Labs, Microencapsulation Plant, and the #12 Paper Machine. The date was Thursday, April 19, 2012.

Headquartered in York, PA, Glatfelter is a global manufacturer of specialty papers and fiber-based engineered materials, offering over a century of experience, technical expertise and world-class service. U.S. operations include facilities in Spring Grove, PA and Chillicothe and Fremont, OH.

International operations include facilities in Canada, Germany, France, the United Kingdom and the Philippines, a representative office in China and a sales and distribution office in Russia.

Glatfelter's Chillicothe mill produces Carbonless and Forms grades (grades used to produce forms used in business transactions such as receipts, Bills of Lading, business checks, etc), Book Publishing grades (grades used to produce hard cover books like Harry Potter series and John Grisham novels), Envelope and Specialty Uncoated grades (file folder, index, tag stock, etc).



The mill began production in 1864 and changed hands several times before Daniel Mead purchased the mill in 1890. It became a part of MeadWestvaco in 2002 as part of the merger of Mead and Westvaco. It was part of the divestiture of the Fine Papers Group that was sold to NewPage in 2005 and in 2006 the mill was purchased by Glatfelter.



The Chillicothe mill is very unique in that it is completely integrated meaning it produces its own pulp, steam and almost all of its energy requirements. It produces approximately 400,000 tons/year of paper on four paper machines ranging in size of 165" - 300" wide. "The Chief" (#12 Paper Machine) was the world's largest/fastest paper machine when it was installed in 1980 and is still among the largest in North America.

LEADERSHIP COMMITTEE MEETINGS

The Leadership Committee meeting dates for program year 2011-2012 are listed below. Meeting times are 5:30 pm. All members are welcome to attend the Leadership Committee meetings which are held at the OSU Endeavor Center in Piketon.

Officers and Chairs with reports due for review/approval at monthly meetings, please consider sending advance draft copy to the Leadership Committee. If your schedule does not allow attendance, please consider calling in to the established bridge line in lieu of being on site for the meeting (Voice Bridge 800-786-1922, PIN 68793743).

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| <ul style="list-style-type: none">• August 4, Thursday• September 1, Thursday• October 6, Thursday• November 3, Thursday• December 1, Thursday• January 5, Thursday | <ul style="list-style-type: none">• February 2, Thursday• March 1, Thursday• April 5, Thursday• May 10, Thursday• June 7, Thursday |
|--|--|

CERTIFICATION PREPARATION – A MESSAGE FROM THE CERTIFICATION CHAIR

Certification is formal recognition by ASQ that an individual has demonstrated proficiency within, and a comprehension of, a specified body of knowledge. It is peer recognition, not registration or licensure. Certification demonstrates that the certified individual has the knowledge to assure quality of products and services. Certification: 1) is a mark of excellence; and 2) is an investment in your career and in the future of your employer. Studying for one of the ASQ Examinations allows the individual to gain new skills and upgrade their proficiency. Maintaining your certification secures the investment you've already made in your career.

The following link on the ASQNet.org web page provides valuable information on resources to help you prepare for the various certifications that ASQ offers: [Click Here: http://www.asq.org/training-and-certification.html](http://www.asq.org/training-and-certification.html)

CONFERENCES/SEMINARS/WORKSHOPS/AWARENESS TRAINING

Below is a listing of upcoming conferences available through ASQ. More information on available conferences is available by clicking each link below or visiting the ASQ website (www.asq.org).

[21st Annual ASQ Audit Division Conference](#)
October 11 – 12, 2012 • Augusta, GA

[21st Annual Service Quality Conference](#)
October 15 – 16, 2012 • Baltimore, MD

[2012 National Quality Education Conference](#)
November 11 – 12, 2012 • Louisville, KY

[Lean and Six Sigma Conference](#)
March 4 - 5, 2013 • Phoenix, AZ

[World Conference on Quality and Improvement](#)
May 6 - 8, 2013 • Indianapolis, IN

Visit [ASQ's Calendar](http://www.asq.org/java_members/calendar/searchEvents.jsp) for events at http://www.asq.org/java_members/calendar/searchEvents.jsp.

Take
Note

The Rocky Mountain Quality Conference is being held September 12-15, 2012 by ASQ Section 1300. This conference has a proud 33 year history. This year over 500 participants are expected from all over the nation representing ASQ sections as well as Universities and companies committed to quality. This conference is partially funded by the Special Projects committee of ASQ national. Additional information can be seen at www.asqdenver.org.

SVS SECTION 815 LEADERSHIP COMMITTEE ROSTER FOR 2011-2012

Office	Name	Phone	E-mail
Chair	Dan Longpre	740 897 5747	longpred@wems-llc.com
Chair Elect	Rob Christensen		rob_jan@excite.com
1 st Vice Chair	Julie Puckett	740 286 9293	julie.puckett@genmills.com
2 nd Vice Chair	Mike MacCrae	740 897 4731	maccraems@usec.com
Treasurer	Tami Kratochvil		tjkrat@hotmail.com
Secretary	John Hobensack	740 897 2253	john.hobensack@fbports.com
Immediate Past Chair	Andrea Davis	740 897 2629	davisaj@ports.usec.com
Reg. 8 Deputy Director	Bob Rinderman	740 897 2440	rindermanrr@ports.usec.com
Section Director (12)	Rich Biehle	606-836-3455	rbiehle@gmail.com
Section Director (12)	Cynthia L. Davis	740 772 2019	d2associates@earthlink.net
Section Director (13)	John Hobensack	740 897 2253	john.hobensack@fbports.com
Section Director (13)	Bob Rinderman	740 897 2440	rindermanrr@ports.usec.com
Section Director (13)	R. Douglas Scott	740 772 6997	rdscott@horizonview.net
Section Director (13)	John Shewbrooks	740 897 3587	shewbrooksjb@ports.usec.com
Section Director (14)	David Boulay		boulay.1@osu.edu
Section Director (14)	Tim Matchett	740 286 1621	cqp53@hotmail.com

The number in parentheses is year ending a three year appointment in June.

Committee Chairs	Name	Phone	E-mail
Arrangements	Tom Houk	740 897 6502	tom.houk@lex.doe.gov
Auditing	Mike MacCrae	740 897 4731	maccraems@usec.com
Certification	Jim Thompson	740 897 5246	thompsonjf@ports.usec.com
Database	Wade Midkiff	225 323 3701	midkiff@ieee.org
Education	OPEN		
Examining	Brian Lanning	740 897 2084	lanningbm@ports.usec.com
Healthcare	Connie Lang	740 947 6441	lang.connie@pikecommunityhospital.org
Historian	R. Douglas Scott	740 772 6997	rdscott@horizonview.net
Internet Liaison	Wade Midkiff	225 323 3701	midkiff@ieee.org
Membership	John Hobensack	740 897 2253	john.hobensack@fbports.com
Newsletter	Rus Barnes	614 508 1248	rbarnes@lata.com
Nominating	R. Douglas Scott	740 772 6997	rdscott@horizonview.net
Outreach	Erica Cheetham		echeetham@rcbi.org
Placement	OPEN		
Program	OPEN		
Publicity	Tim Matchett	740 286 1621	cqp53@hotmail.com
Re-certification	Jim Brown	740 606 6546	shredder0212@roadrunner.com
Six Sigma	Brian Lanning	740 897 2084	lanningbm@ports.usec.com
SMP	OPEN		
VOCC	Andrea Davis	740 897 2629	davisaj@ports.usec.com

ASQ CERTIFICATION EXAMS

Certification examinations will be held at The Ohio State University, Research and Development Center in Piketon, since this site is at the approximate geographical center of the area served by section 815. The following web page provides additional information: <http://www.asq.org/certification/dates.html>.

The following table lists the various certifications offered by ASQ, exam dates, and application deadlines. Additional exam dates are available through scheduled seminars and workshops which can be viewed at the website given above.

The Scioto Valley Voice

Certification	Exam Date	Application Deadline	Late Application Fee (\$50) Deadline
Biomedical Auditor	October 6, 2012	August 17, 2012	August 22, 2012
Calibration Technician	June 2, 2012	April 13, 2012	April 18, 2012
	December 1, 2012	October 12, 2012	October 17, 2012
HACCP Auditor	October 6, 2012	August 17, 2012	August 22, 2012
Manager of Quality/Organizational Excellence	October 6, 2012	August 17, 2012	August 22, 2012
Master Black Belt	October 6, 2012	Portfolio Deadline: June 6, 2012	N/A for Portfolio
		Exam Application Deadline: August 17, 2012	August 22, 2012
Pharmaceutical GMP Professional	June 2, 2012	April 13, 2012	April 18, 2012
	December 1, 2012	October 12, 2012	October 17, 2012
Quality Auditor	June 2, 2012	April 13, 2012	April 18, 2012
	December 1, 2012	October 12, 2012	October 17, 2012
Quality Engineer	June 2, 2012	April 13, 2012	April 18, 2012
	December 1, 2012	October 12, 2012	October 17, 2012
Quality Improvement Associate	June 2, 2012	April 13, 2012	April 18, 2012
	December 1, 2012	October 12, 2012	October 17, 2012
Quality Inspector	October 6, 2012	August 17, 2012	August 22, 2012
Quality Process Analyst	June 2, 2012	April 13, 2012	April 18, 2012
	December 1, 2012	October 12, 2012	October 17, 2012
Quality Technician	October 6, 2012	August 17, 2012	August 22, 2012
Reliability Engineer	October 6, 2012	August 17, 2012	August 22, 2012
Six Sigma Black Belt	October 6, 2012	August 17, 2012	August 22, 2012
Six Sigma Green Belt	June 2, 2012	April 13, 2012	April 18, 2012
	December 1, 2012	October 12, 2012	October 17, 2012
Software Quality Engineer	June 2, 2012	April 13, 2012	April 18, 2012
	December 1, 2012	October 12, 2012	October 17, 2012

SURVEY INVITATION

Will you please consider participating in a research study?

Lisa Henderson is an ASQ member and student at University of Phoenix working on a degree in the Doctor of Management in Organizational Leadership program. She is conducting a research study to learn how supervisors may influence workers to speak up when they have concerns about safety on the job.

Participants must be at least 18 years old and work in the United States in facilities or job sites where hazards may be present and safety management is appropriate. These places may include construction sites, industrial plants, distribution terminals, and other such places where hazards may exist. Participants should have worked with their immediate supervisors long enough that they can answer questions about how their supervisors lead or influence others.

Your participation will involve completing an 88-item online questionnaire (all multiple-choice questions) on a secure Internet Web site. The survey will take less than 25 minutes. No information

The Scioto Valley Voice

will be collected that identifies you, your supervisor, or where you work. You can withdraw from the study at any time by closing your browser window or contacting me if you choose to withdraw after completing the survey. In return for your participation, I will give you a copy of the results if you request them.

If you wish to participate, please send an email to lhenderson11@email.phoenix.edu telling her you wish to participate. You may send your e-mail address via text message if that is more convenient. She will not share your e-mail address or cell phone number with anyone. If you wish to participate, please do so soon. The survey will close when 150 people have completed it. She will reply to your email with an informed consent agreement that provides more information.

Please feel free to contact Lisa if you wish to participate, or if you have any questions or concerns about this study.